Recommendation to the PIAC from the Provider and Community Issues Sub-committee: ER KPI

March 14, 2016

Summary

The Department has asked for feedback regarding potential changes to the ER KPI metric that will allow the RCCOs to select regional and cohort specific ER KPIs. Specifically, the Department has asked for feedback regarding the following points;

- How can we mitigate the impact on providers in multiple RCCOs?

- Are the target reductions appropriate or achievable?

- Is the 7.5% threshold appropriate?

Recommended Action

In reviewing these decision points, the Provider & Community Issues Sub-committee has recommended the following principles be considered in any decisions regarding the revision of the ER KPI metric in SFY 16-17;

- PCMPs should be allowed to choose their own target population, then work with the RCCO to complete performance improvement projects around that population. If a PCMP is in multiple RCCOs, the population would not change, even if each RCCO had a different cohort.
- All provider partners should be included in discussions on how to decrease potentially preventable utilization of the ER.
- An effort should be made by all providers to educate clients on appropriate ER utilization.
- The state should produce data on the Nurse Advice Line for examination by the sub-committee to determine how often clients are being referred to the ER and reasons they are calling the Nurse Advice Line.